

Managing Performance: Partnerships for Success

Audience: Managers and supervisors who must conduct employee reviews

Total Learning Time: 2-4 hours

INSTRUCTIONAL CONTENT

SIMULATION CONTENT

Module 1: Background Information

Simulation Overview

Learning Objectives:

- Understand the need for performance appraisals
- Recognize the benefits of effective performance management
- Identify the steps in conducting a performance appraisal
- Prepare for a performance appraisal

Each of the simulations allows you to practice the skills learned in the instructional content. You will enter realistic scenarios in which you will interact with a variety of individuals. By using the knowledge you have gained, you control the outcome of each simulation.

Module 2: Appraising a Problem Employee

Module 2 Simulation

Learning Objectives:

- Increase your employee's performance
- Get to the root of the employee's problem
- Handle resistance effectively
- Conduct an effective performance appraisal

In this simulation, you will evaluate the performance of your Systems Engineer who is in charge of your company's Information Technology Department. Roger has experienced some problems cooperating with other members of his team and communicating effectively with them.

Module 3: Appraising a New Employee

Module 3 Simulation

Learning Objectives:

- Effective communicate during a performance appraisal
- Address a new employee properly
- Encourage employee participation
- Avoid making errors during a performance appraisal

In this simulation, you will conduct a performance appraisal of your Office Manager who has recently had problems regarding her punctuality and attendance at work. She is also experiencing some difficulties showing initiative and solving the problems she encounters. This is her first performance appraisal.

Module 4: Appraising a High Performer

Module 4 Simulation

Learning Objectives:

- Develop a plan for improving employees' performance
- Set appropriate goals with employees
- Handle employees who refuses to sign the appraisal
- End a performance appraisal effectively

In this simulation, you will evaluate the performance of a Sales Representative. You are concerned about his dependability because of his tendency to overextend himself. He has a difficult time saying "no" to others when they ask for his assistance.